

# Transcript: KY MPPA Landing Page Menus (Video Nav-1)

This document contains the transcript for Video Nav-1: KY MPPA Landing Page Menus.

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## Introduction

In this video you will learn how to navigate the KY MPPA dashboard and landing page utilizing the User menu and Main menu.

On the main menu, we will be covering the Application, Maintenance and Correspondence tabs. The Dashboard itself will be covered in detail in separate videos.

Our first topic will be an overview of the KY MPPA landing page.

This is the primary page you will see each time you log into the Kentucky Medicaid Partner Portal Application.

## User Menu

Let's start with the user menu. The user menu contains four primary options.

To access the user menu, go to the top upper right corner of the KY MPPA screen where it says Welcome and your log in name and click to see the four options of the User menu.

### About

The first option, About, defines the application and why it was developed.

### Application Help

The second option, application help, provides a link to the KY MPPA training documents hosted on the KY MPPA website.

### Contact DMS

The third option, Contact DMS, provides the contact information, phone number and email address to reach the customer service representatives in the KY MPPA contact center.

### Sign Out

And the fourth and final option is Sign Out. For security reasons, it is recommended you use this link to sign out of KY MPPA when you have completed your session rather than just closing the window using the X in the upper right hand corner.

## Main Menu

The main menu also contains four primary tabs - Dashboard, Application, Maintenance and Correspondence.

Let's start with the Application and Maintenance tabs.

## Application Tab

The Application tab is where you will go to begin a new enrollment application or to prepare a change of ownership or CHOW application.

For further information on starting a new enrollment application, you can access the Starting a New Enrollment Application video in the KY MPPA Video Training library.

## Maintenance Tab

To begin a maintenance action you will click on the Maintenance tab or you can click on the Start Maintenance button from the KY Medicaid Providers ID section on the Dashboard.

Maintenance actions include: maintenance, revalidation, reinstatement, re-application, and voluntary termination.

For more information on beginning a maintenance action or performing revalidation on an existing KY Medicaid ID, you can watch the associated videos in the KY MPPA Video Training library.

## Correspondence Tab

The final tab we want to talk about from the main menu is the Correspondence tab.

The Correspondence tab is where you will be able to locate any correspondence from the Department for Medicaid Services such as Welcome letters, denial letters, and termination letters, as well as printable versions of your MAP-811 application.

The data on the Correspondence tab is organized in a tabular format with the following data fields: Medicaid Provider Number, Correspondence Type, Process Type, Application Number, Iteration Number, and Correspondence Date. Under the Correspondence Type column, you can open and print a document by clicking on the hyperlink.

You can filter correspondence by using the drop down menus at the top of the table. You can filter by Correspondence Type, Medicaid Provider Number, and Process Type. You can also search by specific application number and specific date range using the From Date and To Date fields.

## Wrap-Up

You have just completed the KY MPPA Landing Page Menus video. For more on navigating the dashboard or other topics visit the KY MPPA video training library.

## Contact Center

If you have questions after reviewing the provided training materials or you need to speak with a Customer Service Representative, you can reach out to the KY MPPA Contact Center via phone at 877-838-5085. For program or policy questions, select Extension 2. For technical support or questions regarding KY MPPA functionality or use, select Extension 1 or email [medicaidpartnerportal.info@ky.gov](mailto:medicaidpartnerportal.info@ky.gov).